



**STATE OF ARIZONA**  
**DIVISION OF EMERGENCY**  
**MANAGEMENT**



**RECOVERY SECTION**

**STANDARD OPERATING PROCEDURES**

**PUBLIC ASSISTANCE PROGRAM**

**SECTION 18**

**PUBLIC ASSISTANCE JOB DESCRIPTIONS**

Rev 5/08



**STATE OF ARIZONA  
DIVISION OF EMERGENCY MANAGEMENT  
PUBLIC ASSISTANCE PROGRAM**



**STANDARD OPERATING PROCEDURES**

**PUBLIC ASSISTANCE JOB DESCRIPTIONS**

**PUBLIC ASSISTANCE BRANCH CHIEF**

The Public Assistance Branch Chief manages and supervises the Disaster Recovery of Public Infrastructure through the Public Assistance Program for the State of Arizona for both State and Federal declarations to recover from the effects of disasters and emergencies throughout the State of Arizona. This position reports to the Assistant Director within the Recovery Section on confidential matters of the state and federal disasters.

**Duties:**

- Manage the Disaster Recovery of Public Infrastructure through the Public Assistance Program for the State of Arizona for both state and federal declarations to recover from the effects of disasters and emergencies throughout the State of Arizona.
- Assist in the administration and personnel management for the Public Assistance branch to accomplish Division and Section Goals and Objectives.
- Interface with ADEM Management, Governor's Emergency Council, State Legislators, and County Boards of Supervisors, Mayors, County and City Managers in the management of disaster recovery program funds.
- May serve as Alternate Governor's Authorized Representative providing technical support to the Governor's Authorized Representative, the Governor, and State Legislators, Federal executives, Congressional delegates, State and local executives. Manage the Federal disaster program and funds.
- Design, develop and implement monitoring and evaluating procedures for emergency programs to ensure program compliance with State and Federal laws, rules and regulations.
- Manage federal and state disaster funds for the Recovery Section's Public Assistance Program. Prepare grant documents, make state recommendations and approvals. Coordinate the use of state inspectors and auditors. Determine eligibility of claimed costs. Approve payment of state and federal funds.
- Prepare detailed technical and administrative reports covering program administration, program goals, accomplishment of goals and fiscal controls. Publish reports for federal, state and local executives. Publish reports for the Governor and State Legislatures.

- Conduct continuing analyses of budget authorizations, obligations and expenditures to determine the need for modification of funding levels as they relate to the emergency programs.
- Special Assignments as requested by ADEM Management such as appointment to public and private sector councils, committees and review panels. As an example Governor's Councils, national emergency management organizations, or accreditation programs.
- May be designated as Acting Assistant Director for the Recovery Section

### **Qualifications:**

- Knowledge of State statutes and codes, Federal laws, acts, rules, policies and codes regarding disaster recovery programs.
- Auditing procedures, Financial management, preparing budgets and contracts
- Local, State and Federal Public Assistance Programs
- Experience in legislative and administrative procedures in State government.
- Communicating effectively both verbally and in writing.
- Provide effective guidance and technical expertise to all levels of government and customers.
- Manage time efficiently, provide direction to supervised staff.
- Make critical decisions quickly, work well in stressful situations
- Coordinate multiple projects, complete difficult projects in a short time.

## **FINANCE SPECIALIST**

The Finance Specialist has a close confidential working relationship with the Public Assistance Branch Chief. This relationship includes access to confidential information regarding disasters and victims of emergencies. The Finance Specialist also has substantive input into the disposition of confidential information when trying to determine distribution of state and federal emergency funds.

### **Duties:**

- Perform a variety of specialized financial and program function in such areas as grants coordination, program process and procedures, managing state and federal program funds
- Cooperates with agency staff and coordinates with state, local and federal agencies in the design, development, modification and implementation of agency projects and programs
- Process, track and monitor applicant and program financial documents
- Ensure applicants and the State of Arizona have provided proper documentation in accordance with program rules and procedures
- Separate and track all costs associated with each declared event; prepare

- monthly financial reports for each open disaster.
- Coordinate with state, local and federal agencies regarding financial and cost auditing functions of the Public Assistance Program; attend pertinent state, local and federal emergency management meetings
  - Provide customer service and professional interaction with applicants and others outside the agency
  - Modify routine procedures to improve program effectiveness
  - Assist program personnel with other related duties and projects and required.
  - Other program related duties as requested

**Qualifications:**

- Knowledge of State assistance program available to State Agencies and Political Subdivision
- Federal Public Assistance programs available to State Agencies, Political Subdivisions and Private Non-Profit Organizations
- State and federal laws, rules regulations and standards relating to emergency management
- Principles, concepts, practices, methods and techniques of government accounting and fiscal management
- Principles and practices of office administration
- Manage time efficiently
- Anticipate and respond to internal staff and external customer needs
- Work well in stressful situations
- Coordinate difficult projects in a short time.
- Communicate effectively both verbally and in writing.
- Interpret policies and procedures

**PUBLIC ASSISTANCE COORDINATOR**

Public Assistance Coordinators (PACs) are to assist communities which suffer damages as a result of a disaster. To qualify for the PAC position, individuals must possess a varied skills set. These skills are important to ensure quality delivery of the PA Program for all eligible applicants.

**Duties:**

- General knowledge of disaster-relief laws, regulations, and programs;
- Knowledge of the roles of Federal, State and local governments;
- Knowledge of private non-profit organizations and volunteer agencies;
- In-depth working knowledge of the Public Assistance Program and NEMIS

## **Qualifications:**

### **Leadership Skills:**

- Demonstrate decisiveness in difficult situations;
- Accept responsibility for actions and decisions;
- Serve as a positive role model;
- Provide clear direction and priorities;
- Motivate people to take action

### **Management Skills:**

- Set goals and objectives
- Keep staff informed;
- Monitor work progress;
- Address conflict issues;
- Support staff;
- Delegate effectively and responsibly;
- Evaluate staff performance;
- Assign work;
- Carry out fiduciary responsibilities

### **Interpersonal Skills:**

- Interact effectively with Federal, State and local officials;
- Work effectively as a team member;
- Demonstrate flexibility;
- Identify and meet customer needs

### **Cognitive Skills:**

- Demonstrate creative problem solving;
- Anticipate future consequences of decisions and actions;
- Prioritize resources and tasks;
- Maintain a "big picture" perspective;
- Engage in long-term planning;
- Screen relevant and irrelevant information

### **Communication Skills:**

- Communicate thoughts and ideas clearly;
- Participate actively in meetings;
- Write clear, concise reports;
- Listen to others and respond appropriately;

- Keep supervisors informed

### **Organizational Skills:**

- Manage multiple tasks;
- Manage time efficiently;
- Meet deadlines

## **DISASTER RECOVERY SPECIALIST**

Disaster Recovery Specialist assists communities which suffer damages due to the disaster.

### **Duties:**

- Reading and understanding laws, rules and regulations related to disaster recovery;
- Performing assessment of damages;
- Collecting and compiling data;
- Coordinating public disaster assistance programs;
- Drafting policies and procedures for programs;
- Communicating with local community members and political leaders as well as those directly impacted by the event;
- Preparing reports and maintaining accurate documentation and financial records.

### **Qualifications:**

- Knowledge of processes and procedures utilized in delivering recovery assistance;
- Skills in verbal and written communication;
- Use of personal computer including composing correspondence, building/maintaining spreadsheets, navigating the internet and communicating by email;
- Ability to listen effectively and take action based on communication received;
- Establish and maintain effective interpersonal relationships with co-workers, counterparts and government officials;
- Multitask and manage time efficiently;
- Understand problems and limitations specific to natural and other disasters;
- Maintain accurate and orderly records, including hard copy files and e-files using Microsoft application.